



The Most Livable
City in America



City of Saint Paul

Procurement Policy and Procedures on Cell Phone and Personal Digital Assistant (PDA) Devices

Effective January 1, 2011
Revised Draft: January 31, 2011

Cell Phone and Personal Digital Assistant (PDA) devices are becoming increasingly important tools in the workplace. As a result of the common presence of these essential work tools, the City of Saint Paul issued the following procurement policies and procedures on cell phone and PDA devices for all City of Saint Paul employees.

BACKGROUND

In 2009, the Mayor's Office directed the Department of Human Resources (HR), the Office of Financial Services (OFS), and the Department of Human Rights and Equal Economic Opportunity (HREEO)¹ to review the City's usage of cell phones and personal digital assistants (PDA) devices.

Early research conducted by HR showed that the City spent an average of \$702,000 per year on cell phone and PDA devices. Later research conducted by HREEO and Saint Mary's University of Minnesota - Master of Business Administration (MBA) students recommended that the City engage in a more comprehensive review and analysis of all City-owned cell phone and PDA devices to reduce cell phone expenses through:

- Revising and strengthening the citywide cell phone policy
- Managing cell phone plans and inventory of devices
- Pooling minutes by departments
- Monitoring and controlling usage of cell phone and PDA devices
- Disconnecting cell phone and PDA devices when there is no need

PROCUREMENT

Prior to procuring a cell phone or PDA device for an employee, the designated supervisor or manager responsible for procurement decisions should consult *Appendix A: Guidelines on Determining Cell Phone and Personal Digital Assistant Devices for Employees*. Prior to receiving the cell phone or PDA device assigned to them, employees must acknowledge receipt of the cell phone and personal digital devices policies by reading and signing the *Acknowledgment Form: City of Saint Paul Procurement Policy on Cell Phone and Personal Digital Assistant Devices* (see *Appendix D*). Employees who share a cell phone and/or PDA device must also sign an acknowledgment form (see *Appendix E*)

Employees should receive only the free basic model cell phone available at the time of procurement unless their job duties require they need a more advanced device such as a

¹ HREEO oversees Contract & Analysis Services (CAS), Contract Compliance and Business Development, Human Rights, and River Print.

PDA device to conduct business on behalf of the City of Saint Paul. Department or Office Directors will have to request written permission for a PDA device.

All City of Saint Paul departments and offices must select only one cell phone vendor for their department/office. This enables the City of Saint Paul to realize cost-savings in the form of pooling and sharing of cell phone minutes, and decreases the amount of time the staff assigned to manage a department or office's cell phones spend on managing those accounts. In addition, this allows the City of Saint Paul to keep better control of their inventory of cell phone and PDA devices. For security purposes, the Department of Police, Fire and Emergency Management are exempt from this requirement. For all other departments, if an employee must be on-call for work-related purposes, the department director must seek the written approval of the Deputy Mayor for procuring a device outside of the selected vendor for that department.

Like any other procurements, procuring personnel for departments and offices must utilize the contracts as provided by HREEO to procure cell phone and PDA devices and plans. All cell phone and PDA devices procured with City of Saint Paul funds become the property of the City of Saint Paul and may be subject to data requests by the public.

Data Cards: Department or Office Directors must determine the number of data cards their department will need on an annual basis. Data cards must be consolidated into data plans and procured through the same vendor selected for cell phone and PDA devices.

MAINTENANCE

To ensure that the City of Saint Paul's cell phone or PDA devices continue to operate in good condition (e.g. battery life decreases over time), City of Saint Paul employees may replace their cell phone or PDA device not more than once every two (2) years, starting from the activation date of their device.

City of Saint Paul employees may not upgrade their cell phone or PDA device unless they receive written permission from their department or office directors. Reasons for an upgrade must meet either of these requirements: device is broken or an employee's work responsibilities require a PDA device.

City of Saint Paul employees must relinquish their City of Saint Paul cell phone or PDA device, including any data cards, when their employment with the City of Saint Paul is terminated or when they switch departments within the City of Saint Paul. Porting (transferring) of City-owned phone numbers onto a personal cell phone or PDA device is strictly prohibited. City of Saint Paul employees are prohibited from porting (transferring) a City phone number to a personal cell phone or PDA device when a City-owned cell phone or PDA device is relinquished or their employment is terminated with the City of Saint Paul.

City of Saint Paul departments and offices must deactivate all cell phone or PDA devices, including data cards, within 30 days of the termination of an employee's employment

with the City of Saint Paul or when the employee switches departments within the City of Saint Paul.

The department or office staff responsible for managing their respective department/office cell phones should refer to *Appendix B: Guidelines on the Approved and Appropriate Disposal Methods of City-owned Cell Phone and Personal Digital Assistant Devices, and Related Accessories.*

CONNECTIVITY TO CITY MAIL SERVERS

City of Saint Paul employees must refer to the guidelines issued by the Office of Technology and Communications on connecting a PDA device to the City's mail servers.

INVOICES & AUDITS

Department/Office Responsibilities

City of Saint Paul departments and offices must conduct random monthly audits. Departments and offices are required to audit 15% of their City-owned cell phone and PDA devices. Monthly reports must be kept on file. In the event such records are requested by a City auditor in the Office of Financial Services Office (OFS) or HREEO, the forms and invoices will be made available within a reasonable amount of time requested.

Employee Responsibilities

All City of Saint Paul employees who possess City-owned cell phone or PDA devices must review their billing statement each month and sign a form similar to *Appendix C: Employee Cell Phone Monthly Invoice Review and Certification*, certifying that they have reviewed the statement and have identified the charges (e.g. calls, text messages, etc.) that were of personal nature. Departments may choose to develop a paperless monitoring and certifying process to streamline this monthly auditing requirement; however, whichever process is developed must adhere to the standards identified in *Appendix C* and records must be available to inspect by either OFS or HREEO upon request.

All personal charges, even if they were made to a same-vendor cell phone or PDA device or were made in the evenings / weekends when the minutes are not charged, must be reimbursed to the City of Saint Paul on a monthly basis. Please refer to the *Human Resources Cell Phone Policy* for the reimbursement rate.

If no personal charges were made on the cell phone or PDA device, then employees must certify this by selecting that option and signing the form. All signed forms and copies of the invoices must be kept with the personnel in charge of paying the cell phone invoices or who manages the department/office cell phones. In the event that the certifying forms are needed by an auditor in HR, HREEO or OFS, the forms and invoices will be made available within a reasonable amount of time requested.

HREEO Responsibilities

As part of the City of Saint Paul's effort to consolidate cell phone plans across the City of Saint Paul and reduce overall costs associated with cellular plans, HREEO will be enforcing these procurement policies and procedures.

OFS Responsibilities

As part of the City of Saint Paul's efforts to monitor cell phone expenses, OFS will be conducting spot audits on departments to ensure compliance with the new policies.

APPENDIX A

Guidelines on Determining Cell Phone and Personal Digital Assistant Devices for Employees

As part of the City of Saint Paul's Cell Phone Procurement Policy, the following guidelines are issued to assist Departments in determining the appropriate cell phone and personal digital assistant (PDA) device for City employees.

How to Determine Which Employee Qualifies For a Cellular Device

A cellular device should be granted to an employee based on the business need for a cellular device. Granting a cellular device to an employee must be directly linked to the employee's job duties and responsibilities and its relation to City business.

Eligibility Criteria to Consider for Employees

- Employee is a field staff
- Employee is required to be accessible 24/7
- Employee is responsible in emergency matters where they must be available during non-business hours.
- Employee does not have access to a landline or other communication device when doing a substantial portion of his or her job (defined as 75% of the identified business period)
- The use of other less expensive communication devices does not serve as a viable alternative to the business purpose
- The employee's job effectiveness will show a significant increase through the use of a cell phone or electronic access/device
- A group of employees has the need for group or shared devices for purposes such as rotating on-call contact
- **Travel** – Employees who frequently travel or are out of the office and need to be in contact with staff, clients, managers, or other City business associates
- **Work Location** – Employees who typically work in the field or at job sites where access to electronic communications devices is not readily available
- **Emergency Response**- Employees who need to be contacted and/or to respond in the event of an emergency or are required to be available during non-business hours
- **Other** – Employees who are required by their department to be accessible at all times by electronic means

APPENDIX A (continued)

Considerations for Selecting Type of Cellular Devices

Each of the City's authorized vendors offers some identical features, and each offers some unique features. Decide what features and functionality are important, and then choose between the different City authorized cell phone vendors based on your needs.

Examine usage pattern

- How many business-related minutes per month do you use?
- How many business-related text messages do you send and receive per month?
- How much business-related data do you use in a month?
- Do you often "roam" outside your rate plan area?
 - Calls that exceed the maximum monthly minutes or roam outside the rate plan area are priced at a premium. As such, each cell phone should be on a plan whose "footprint" closely matches the user's geographic location most of the time. Also, the rate plan's maximum monthly minutes should be somewhat greater than the duration of calls the user reasonably expects to make.

Decide what features you require in a cellular device

- Weight
- Style
- Flip-top
- Camera Photo ability
- Camera Video ability
- Walkie-talkie ability
- Durability of use while in the field
- Battery life
- Telephone/PDA combination
- Web access

Departments may want to review and test the coverage of their selected service provider if Departments expect their employees to receive business calls while in the field.

APPENDIX B

Guidelines on the Approved and Appropriate Disposal Methods of City-owned Cell Phone and Personal Digital Assistant Devices, and Related Accessories

As part of the City of Saint Paul's Cell Phone Procurement Policy, the following guidelines are issued on the approved and appropriate disposal methods of City-owned cell phones and personal digital assistant (PDA) devices, and related accessories.

PRE-DISPOSAL REQUIREMENT AND REMOVAL OF CITY DATA

Cell phone and PDA devices may contain City of Saint Paul data that is sensitive and/or confidential. All cell phone and PDA devices (both city-owned and employee-owned devices used for business purposes) must be wiped and drives sanitized per the standards of the Office of Technology and Communications (OTC) prior to disposal or re-use.

Departments are responsible for notifying OTC when employees with connections to the City's mail servers leave employment. This is required for both city-owned and employee-owned devices connected to the City's mail servers. OTC will perform a wipe and sanitization of cell phone and PDA devices per OTC standards and policy.

For employee-owned cell phone and PDA devices connected to the City's mail servers, the employee is responsible for backing up personal data and restoring this personal data back after OTC wipes and sanitizes the cell phone or PDA device.

The Human Rights and Equal Economic Opportunity (HREEO) Department and OTC are not responsible for the disposal of the actual cell phone or PDA devices. Departments are still responsible for the proper disposal of the cell phone or PDA devices and should follow the approved and appropriate disposal methods as described in this guideline.

APPROVED AND APPROPRIATE DISPOSAL METHODS

1. Recycle

Return cell phone and PDA devices and accessories to the cell phone vendor's recommended recycling program, which may offer monetary incentives.

Sprint: www.sprint.com/buyback

Verizon: www.fullcirclewireless.com

APPENDIX B (continued)

2. Donate

As per Saint Paul Administrative Code Chapter 2G(6)(g), donation of city-owned property to a specific non-profit must be approved by the City Council. Departments may donate their city-owned cell phone and PDA devices and accessories to the City Council-approved non-profit organization, **The Wireless Foundation**.

Pre-paid postage is available and there is no cost to the City. Visit their website at www.wirelessfoundation.org/CalltoProtect/ for more information.

NOTE: The Como Zoo Cell Phone recycling program for the Orangutans through Eco-Cell and the Saint Paul Police Cops & Kids project through the Saint Paul Police Federation are not currently City Council-approved charitable organizations to which cell phone and PDA devices can be donated.¹

3. Destroy

Use the company, Asset Recovery (with which the City has a contract) to dispose of cell phone and PDA devices from which data can no longer be deleted completely by staff (e.g. due to lack of power cord, and etc.). The Asset Recovery contract can be found on the Contract and Analysis Services (CAS) intranet site at <http://sparc.ci.stpaul.mn.us/contracts/>.

At the time this guideline was written, the cost for this service is free for cell phone devices and related accessories, and \$0.15 cents per pound for PDA devices and related accessories. Please check the current contract for any pricing changes.

¹ At the time this guideline was written, the Parks and Recreation Department was in the process of obtaining City Council approval for their Como Zoo cell phone recycling program.

APPENDIX C

Example of Employee Cell Phone Monthly Invoice Review and Certification

**CITY OF SAINT PAUL - [DEPARTMENT NAME]
Employee Cell Phone Monthly Invoice Review and Certification**

**TO: [SUPERVISOR NAME]
[LOCATION]**

Cell Phone Invoice: [DATE PERIOD]

Employee Name:

Cell Phone #:

Sprint / Verizon Account #:

Date sent to employee: _____

Employee return before: _____

Date sent to A/P staff: _____

Date filed: _____

	<u>TOTAL CHARGES</u>
Minutes	\$ -
411	\$ -
Text Msg	\$ -
Other	\$ -
TOTAL	\$ -

SUPERVISOR

- 1) Distribute the invoice and have the above mentioned employee review a copy of the charges attached.

EMPLOYEE

- 2) Review the invoice. If all of the attached charges were business-related, go to step # 4.
- 3) Although CITY policy does not allow personal calls, text messages, etc. to be charged to the CITY-owned cellular or PDA device, if a personal call, text message, etc. is included on the invoice:
- a) Circle and initial OR Highlight and initial that charge and clearly mark as personal
 - b) Calculate amount owed to the CITY for personal charges
 - Rate for personal calls within the service area ----- **\$0.20** per min.
 - Rate for personal calls outside the service area (ROAMING) ----- **\$0.55** per min.
 - Actual charge for all other uses such as, but not limited to 411 calls, text messages, etc.

<u>RATE</u>	<u>MINUTES</u>	<u>Subtotal</u>	<u>RATE</u>	<u>MINUTES</u>	<u>Subtotal</u>	<u>Other Charges</u>
\$ 0.20		\$ -	\$ 0.55		\$ -	\$ -

TOTAL for Personal Charges \$ -

- c) Prepare a check for the amount of personal charges payable to: CITY OF SAINT PAUL
- 4) **Employee Certification (check-off):**
- I have reviewed the attached monthly cell phone invoice
 - There **were no** personal (non-business) charges
 - There **were** personal (non-business) charges and enclosed is a check in the amount noted above

Employee Signature: _____ Date: _____

- 5) Return this form signed, the invoice, and the payment (if applicable) to your supervisor.

SUPERVISOR

- 6) Review the invoice. Sign below for authorization of payment to the vendor.

Supervisor Signature: _____ Date: _____

- 7) Submit a copy of this form, plus any employee reimbursement payment to your Accounts Payable staff.
- 8) The original copy of this form is to be kept with the supervisor and be available for review at any time.

APPENDIX D

***Acknowledgment Form:
City of Saint Paul Procurement Policy on
Cell Phone and Personal Digital Assistant Devices***

I acknowledge that I have received and reviewed a copy of the City of Saint Paul’s procurement policy on cell phone and personal digital assistant devices. I understand the terms of this policy and agree to abide by it.

Moreover, I understand that the following agreements apply to my eligibility for a cell phone or PDA device:

(Initial)

- _____ The City retains the right to review the records of all City-owned cell phone and PDA devices.
- _____ I agree to review the monthly cell phone invoice statement.
- _____ I agree to dispose of the cell phone or PDA device through the proper disposal guidelines as set forth by the policy.
- _____ I agree to disconnect service to the cell phone or PDA device if my employment with the City of Saint Paul terminates or I am transferred to a different position within the City of Saint Paul.
- _____ I understand that the porting of a City-owned phone number is strictly prohibited and that I cannot port (transfer) a City phone number to a personal device when I relinquish a City-owned device or terminate my employment with the City.
- _____ I agree to reimburse the City of Saint Paul for any of my personal charges incurred on the City cell phone or PDA device as defined in the Human Resources Cell Phone Policy.

I understand that alleged violations of this policy will be investigated and, if proven, could lead to disciplinary measures up to and including discharge for the person who violates this policy. I also understand that cell phone or PDA devices assigned for my use is a tool to perform my job, but it remains the property of the City of Saint Paul and its use cannot violate other City of Saint Paul policies.

Employee’s Name (Print): _____

Employee’s Signature: _____

Department and Division: _____

Date Signed: _____

If at any time an employee has a question about the applicability of this policy, he or she should access the online version of this policy or contact their department or office director.

Date Received by Department: _____

This signed acknowledgment form will be kept on file by each department and office director, or their designee, in accordance with appropriate records retention policies.

APPENDIX E

***Acknowledgment Form for Shared Cell Phones:
City of Saint Paul Procurement Policy on
Cell Phone and Personal Digital Assistant Devices***

I acknowledge that I have received and reviewed a copy of the City of Saint Paul's procurement policy on cell phone and personal digital assistant devices. I understand the terms of this policy and agree to abide by it.

Moreover, I understand that the following agreements apply to my eligibility for a cell phone or PDA device:

(Initial)

- _____ The City retains the right to review the records of all City-owned cell phone and PDA devices.
- _____ I agree to review the monthly cell phone invoice statement.
- _____ I agree to reimburse the City of Saint Paul for any of my personal charges incurred on the shared City cell phone or PDA device as defined in the Human Resources Cell Phone Policy.

I understand that alleged violations of this policy will be investigated and, if proven, could lead to disciplinary measures up to and including discharge for the person who violates this policy. I also understand that cell phone or PDA devices assigned for my use is a tool to perform my job, but it remains the property of the City of Saint Paul and its use cannot violate other City of Saint Paul policies.

Employee's Name (Print): _____

Employee's Signature: _____

Department and Division: _____

Date Signed: _____

If at any time an employee has a question about the applicability of this policy, he or she should access the online version of this policy or contact their department or office director.

Date Received by Department: _____

This signed acknowledgment form will be kept on file by each department and office director, or their designee, in accordance with appropriate records retention policies.